VA Health
STAFF

REVAMP App for Clinicians

User Manual

VA

U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

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User Manual

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Overview

The Remote Veterans Apnea Management Platform (REVAMP) App consists of a Patient Platform and a Clinician Platform. With the REVAMP App for Clinicians, as a sleep clinician, you will be able to set up patient accounts, schedule patients for sleep testing and enter their results, review patient Positive Airway Pressure (PAP) machine data, assign questionnaires, schedule appointments, write Progress notes and correspond with patients. Additionally, if you are an authorized user, you will also have the ability to create and manage educational material on sleep apnea and automated messages for patients.

This app is available for Windows, MacOS and Linux operating systems, and is supported by these Internet browsers:

1. Internet Explorer 10 and higher
2. Microsoft Edge 21 or higher
3. Safari 7 and higher
4. Chrome 38+ (requires Win7 SP1)
5. Firefox 27+ on Win7
6. Firefox ESR 31.3+ on XP SP2+

This user manual provides an in-depth, step-by-step guide for using the REVAMP App for Clinicians.

The Basics

Prerequisites

In order to use the REVAMP App for Clinicians, you must be a Department of Veterans Affairs (VA) provider and be logged into the Single Sign-On Internal (SSOi) service. To log on with SSOi, you must select your credential service provider (CSP) and authenticate to that service. Available methods are PIV authentication, VA Active Directory (username / password) authentication and Integrated Windows Authentication.

Logging into the app

To log into the REVAMP App for Clinicians, access the application from the VA App Store (***https://mobile.va.gov/app/revamp-clinicians***). This will bring you to the Single Sign-On Internal (SSOi) Login Screen. Click either **Sign In with VA PIV Card** or if you would like to log in with Windows Authentication or VA Network ID, click **View Other Sign-In Options**. Follow the normal process for logging in with the chosen set of credentials. After authenticating to SSOi with one of the three options described above, you will be taken to the REVAMP Provider Platform Landing Page. To finish logging into the application, you should click **Continue to REVAMP** on the left side of the screen or in the top right corner. This will take you to the Home screen of the application.

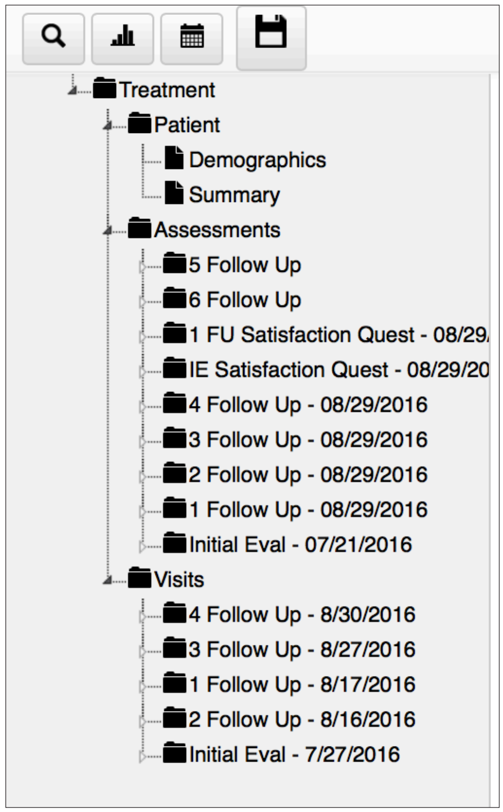
Getting to know the screen

When you log into the REVAMP App for Clinicians, you will see your name in the upper right corner of the Home screen, with the number of new messages you have beside it (if there are no new messages, no envelope icon will be shown). There are nine main tabs at the top of the screen that will always be accessible and help you navigate the app:

- Home – Opening screen.
- File – Search function for navigating to specific patients, creating a new visits and saving. Options change based on the page the user is on.
- Management – Review patient's sleep data and completed questionnaires, edit patient's personal information, schedule a sleep study, register a PAP machine and other tasks to manage a patients PAP treatment.
- Administration – Add new sleep care team members and manage permissions.
- Messages – Secure messages exchanged between you, other sleep care providers and patients.
- FAQ – Frequently asked questions about sleep apnea and PAP machines.
- Help – Contact information for app assistance and a link to the user manual.
- About - Details about the app and version number.
- Log Off – Log out of the app.

Treatment Tree

The menu items on the drop-down lists will change depending on if you are looking at a specific patient's information or are performing non-patient specific tasks within the app. When going to the patient specific screen, a pop-up confirming you would like to go to the summary screen will appear. Tap **OK** to continue. When **leaving a patient specific screen to** access the general portions of the app, you will also be prompted to confirm you would like to proceed. Tap **OK** to continue. Be aware that if you leave the specific patient Treatment Tree, you must access that patients records again by searching or through the Case Management screen.



Learning about the app

Tap **Help** > A drop-down menu will appear > Tap either:

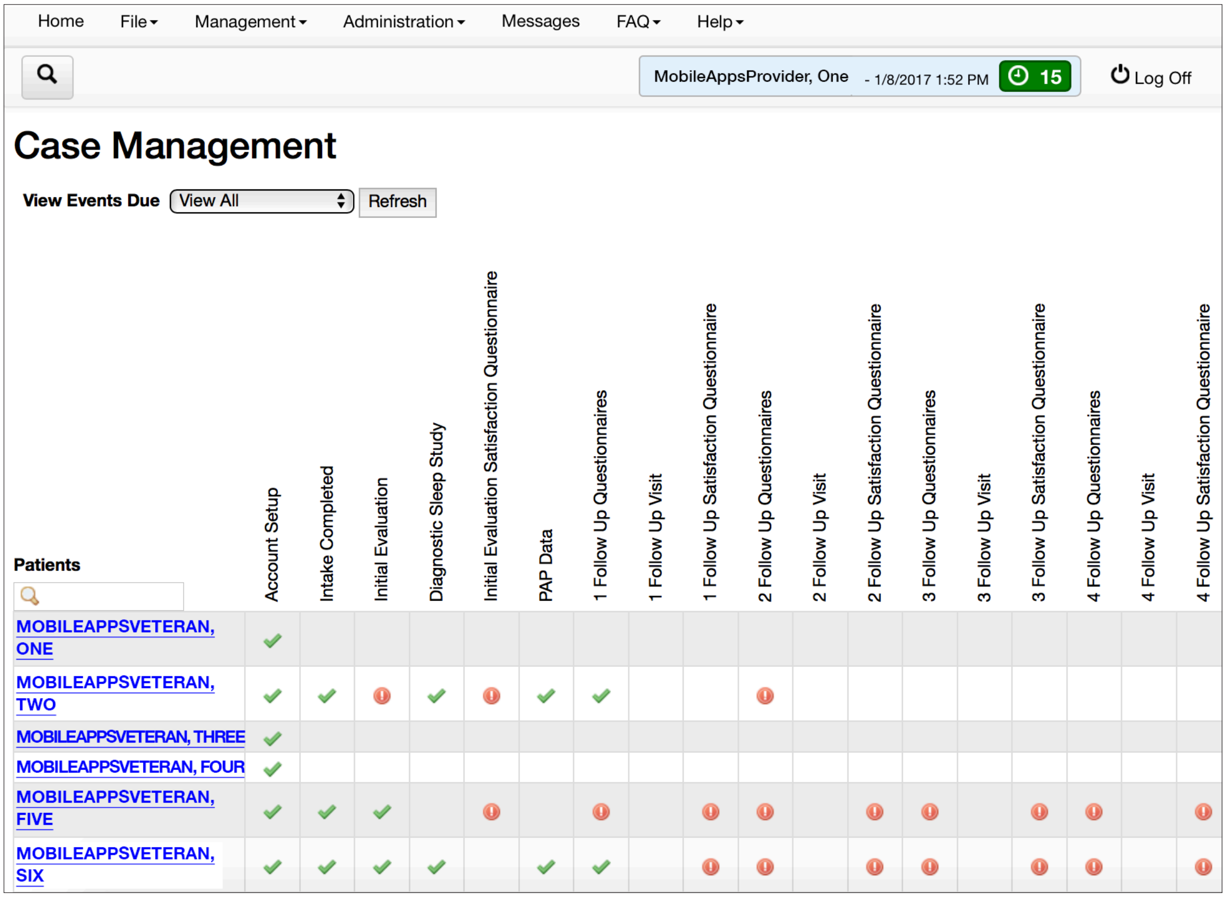
- **Contact Info** for information on contacting the VA Mobile Solutions Service Desk and what to do if you feel your information may have been compromised.
- **User Manual** to access a built-in user manual for the app.

Logging Off

You will be automatically logged off after 15 minutes of inactivity. A warning is shown when you have five minutes remaining. A Timeout Counter is shown in the upper right corner of your screen next to your name. The Timeout Counter shows the number of minutes remaining until you will be logged off automatically. The Timeout Counter starts at 15 minutes and periodically resets as long as the app is in use. To log off manually, tap **Log Off** in the upper right corner of your screen.

Patient Management

The REVAMP App allows you to view all patients at your facility through the Case Management screen, register patients and their PAP machines in REVAMP, view PAP machine data and assign questionnaires and view responses.



Case Management

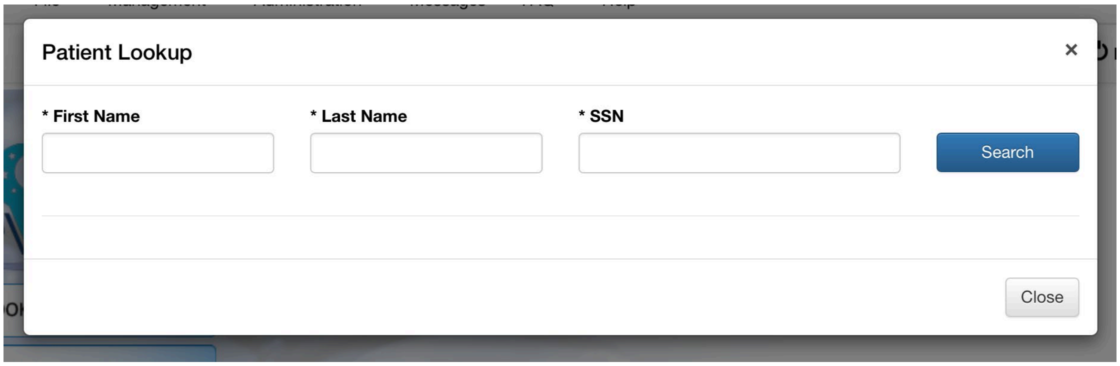
From anywhere in the REVAMP App, tap **Management** > A drop-down menu will appear > Tap **Case Management**, and you will be taken to the Case Management screen, which shows a list of all patients registered at your location. You may tap on the name of any patient in the list to be taken to that patient's Patient Summary screen. The columns in the Case Management screen represent the events in the treatment pathway; the icon in each column for a patient indicates the status of the event for that patient as follows:

- Blank - Patient has not completed the event, and it is not scheduled or due this week (due before the upcoming Sunday).
- Green Check Mark - Patient has completed the event.
- Yellow Caution Sign - Event is scheduled or due this week (due before the upcoming Sunday).
- Red Alert - The scheduled date for the event has passed, and the patient has not completed it.

The Case Management screen defaults to showing all events > To filter the events by status, tap the bar next to View Events Due, and tap **View All**, **Overdue Events**, **This Week** or Select Date Range > Tap **Refresh** > If you tapped Select Date Range, enter the From and To dates in the form (MM/DD/YYYY), and tap **Update List**.

Looking up a patient

From the Home screen tap **File** > A drop-down menu will appear > Tap **Lookup/Register Patient** > A pop-up Patient Lookup box will appear > Type in the patient's first name, last name and Social Security Number (SSN) > Tap **Search** > The Patient Summary screen will appear with the Treatment Tree for navigation on the left side of the screen.



Registering a patient

The patient you are registering must be in VA's Master Veteran Index (MVI). From the Home screen tap **File** > A drop-down menu will appear > Tap **Lookup/Register Patient**\ > A pop-up Patient Lookup box will appear > Type in the patient's first name, last name and SSN > Tap **Search** > The Patient's Demographics screen will appear> Verify that the Veterans pre-populated information on the screen from MVI is correct, and fill in any missing fields > To save updates, either tap the floppy disk icon, or tap **File** and then **Save**.

NOTE: If the Patient's Demographics screen does not appear, you may see one of the following messages from MVI:

- No records found - No matches were found in MVI.
- An error occurred with the connection to the Master Veteran Index (MVI) service. Please try again later - The MVI service is down.
- Query Error: Too many potential matches - More than 10 results were returned from MVI.

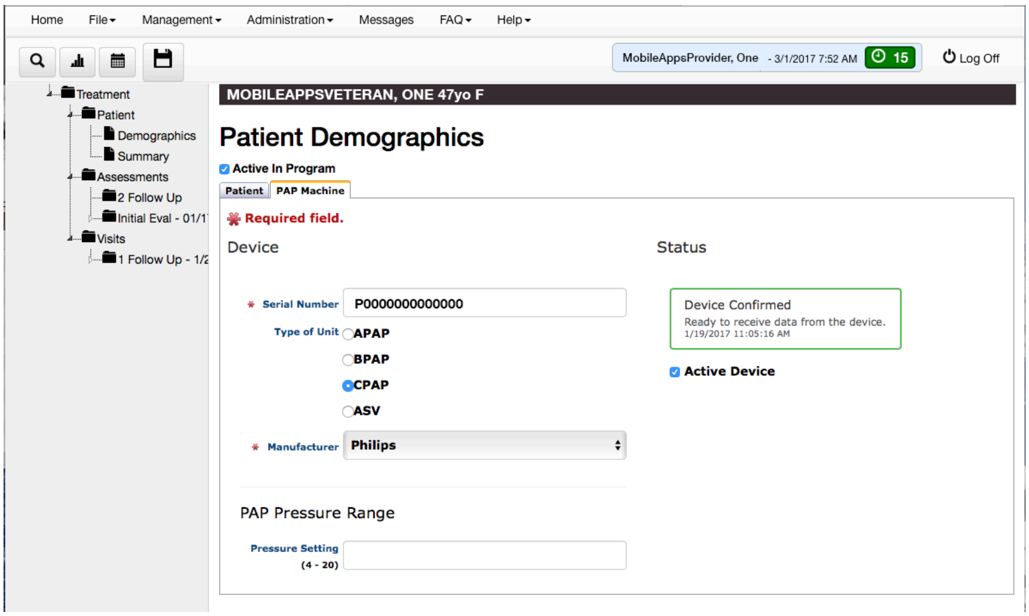
Access the Patient Record screen

From anywhere in the REVAMP App there are three ways to access the Patient Record screen:

1. From the Home screen tap **Lookup/Register Patient** > A Patient Lookup pop-up box will appear > Type in the patient's first name, last name and SSN > Tap **Search** > You will be taken to the Patient Record screen.
2. From anywhere in the app, tap **File** > Tap **Lookup/Register Patient** > A Patient Lookup pop-up box will appear > Type in the patient's first name, last name and SSN > Tap **Search** > You will be taken to the Patient Record screen.
3. Case Management – From anywhere in the app, tap **Management** > A drop-down menu will appear > Tap **Case Management** > You will be taken to the Case Management screen where you will see a list of all patients registered at your location with the status on their treatment pathway events > Tap the name of the patient you want to view > The Patient Summary screen will appear.

Edit a patient's personal information

First, navigate to the Patient Record screen of the Veteran you would like to view (see the Access the Patient Record screen section for instructions on how to access the Patient Record Screen) > From anywhere in the Patient Summary, tap **Demographics** on the Treatment Tree on the left > The Patient Demographics chart will appear on the right side of the screen > From the Patient tab, under Patient Demographics, edit the patient's personal information as needed > An "Active in Program" checkbox is checked by default (if unchecked, the patient's REVAMP account is not currently active and will prevent the patient from logging into the Patient Platform) > To save updates, either tap the floppy disk icon, or tap **File** and then **Save**.



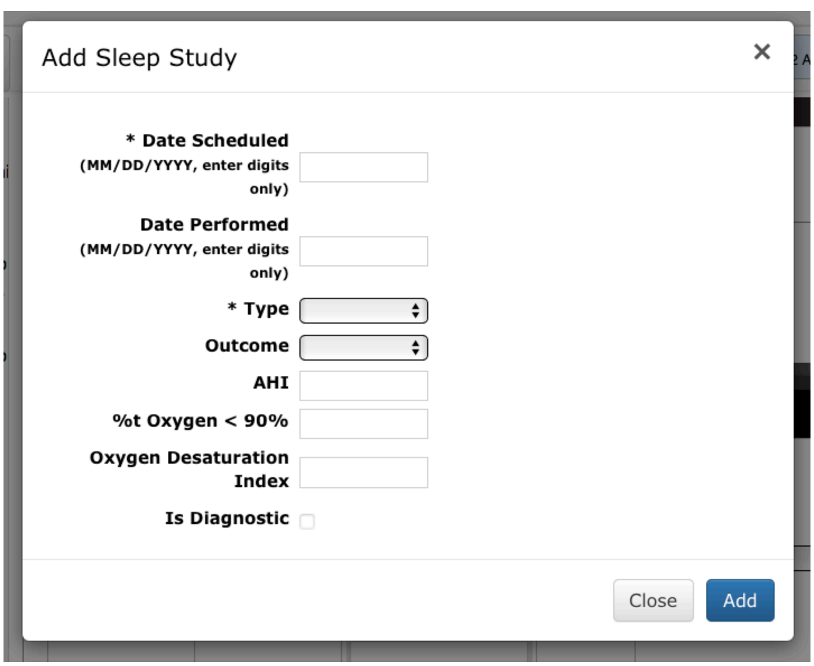
Registering a patient's PAP Machine

Currently, REVAMP supports the registration of Philips and ResMed PAP machines, with plans to include other manufacturers in the future. To register a patient's PAP Machine, first, navigate to the Patient Record screen of the Veteran you would like to view (see the Access the Patient Record Screen section for instructions on how to access the Patient Summary screen) > From anywhere in the Patient Summary, tap **Demographics** on the Treatment Tree on the left > The Patient Demographics will appear on the right side of the screen > Tap the PAP Machine tab > Type in the Serial Number of the PAP machine > Tap the radio button next to the Type of Machine: APAP (Automatic Positive Airway Pressure), BPAP (Bilevel Positive Airway Pressure), CPAP (Continuous Positive Airway Pressure) or ASV (Adaptive Servo Ventilation), and fill out the field(s) in the PAP Pressure Range section > Tap the Manufacturer bar, and select Philips or ResMed > To save, either tap the floppy disk icon, or tap **File** and then **Save**. **NOTE:** If the patient's PAP machine is registered in REVAMP and the PAP data is not shown on the PAP Data tab of the Patient Summary screen after the patient has been using the machine for a few days, there may be an error in the device registration.

Scheduling a patient's sleep studies

Super Admins, Site Admins and users who have permission will be able to schedule sleep studies. To start this process, begin by looking up the patient by name and SSN (see the Looking Up a Patient section for instructions on how to look up a patient), or select the patient from the Case Management screen (see the Case Management Screen section for instructions on how to access the Case Management screen) > From the Patient Record screen, tap **Summary** on the Treatment Tree > Tap the Sleep Studies tab > All sleep studies recorded for the patient in REVAMP will be shown on the Sleep Studies tab > Tap **Add Study** > A pop-up Add Sleep Study box will appear > Type the Scheduled Date in the form MM/DD/YYYY > Tap the Type bar, and select the type of study (Home, In-lab Diagnostic, In-lab Titration, In-lab Split) > Tap **Add** to add the study to the patient record or Close to discard it (**NOTE:** If there is a separate sleep study appointment needed for the home sleep test, you will need to enter the appointment into the VistA scheduling package for workload capture and monitoring of access to care). The fields available for each sleep study are:

- Date Scheduled - The date the sleep study is scheduled to take place.
- Date Performed - The date the sleep study was actually performed.
- Type - Can be Home, In-lab Diagnostic, In-lab Titration or In-lab Split.
- Outcome - Can be Interpreted, No-Show, or Technically Inadequate.
- AHI - Apnea-Hypopnea Index, which is the number of apneas or hypopneas per hour. Must be between 0 and 200, and accepts up to one decimal point.
- % Oxygen <90% - The percentage of time that the patient's blood oxygen level was below 90%.
- Oxygen Desaturation Index – The number of times per hour of sleep that the blood's oxygen level drops by a certain degree from baseline.
- Is Diagnostic - Should be checked if this sleep study is the diagnostic study for the patient. If checked, requires that AHI is entered and Outcome is set to Interpreted. If an existing sleep study on the Sleep Studies tab is marked diagnostic, the new diagnostic study will override it.
- Monitor Distributed (only shown if Type is set to Home) - The date that the home sleep test monitor was sent or given to the patient.
- Monitor Returned (only shown if Type is set to Home) - The date that the home sleep test monitor was received from the patient.



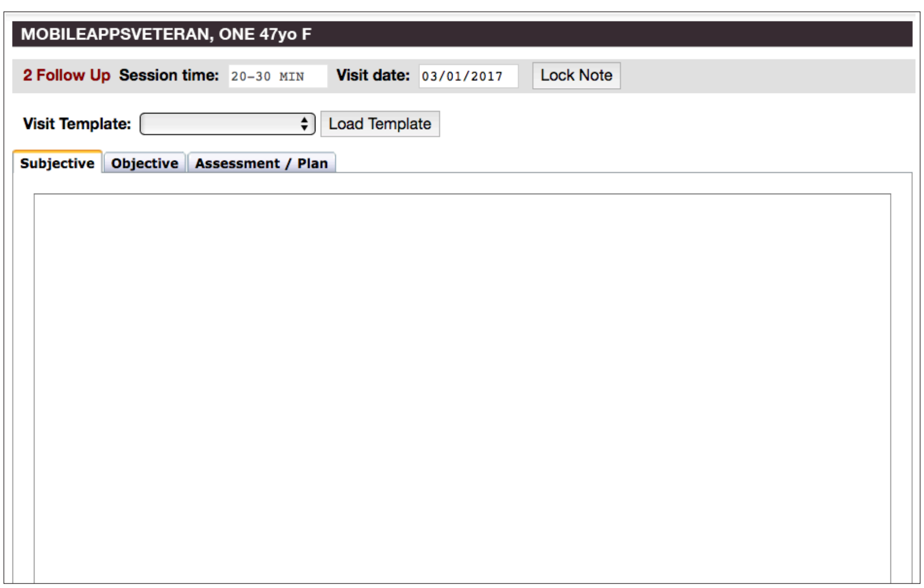
Updating a patient's sleep studies

Super Admins, Site Admins and users who have permission will be able to update sleep studies. To start this process, begin by looking up the patient by name and SSN (see the Looking Up a Patient section for instructions on how to look up a patient), or select the patient from the Case Management screen (see the Case Management Screen section for instructions on how to access the Case Management screen) > From the Patient Record screen, tap **Summary** on the Treatment Tree > Tap the Sleep Studies tab > All sleep studies recorded for the patient in REVAMP will be shown on the Sleep Studies tab. From the Sleep Studies you may:

- Edit - Make edits to the sleep study information and then to save, tap the floppy disk icon, or tap **File** and then **Save**.
- Delete - Tap the red minus icon next to the sleep study you would like to delete.
- Add Comment – Tap the sheet of paper icon in the Comments column > A pop-up Comment box will appear > Type in the comment > Tap **OK** to save or **Cancel** to discard.

Creating and editing progress notes

Super Admins, Site Admins and users who have permission will be able to create and edit progress notes. First, look up the patient by name and SSN (see the Looking Up a Patient section for instructions on how to look up a patient), or select the patient from the Case Management screen (see the Case Management Screen section for instructions on how to access the Case Management screen) > From the Patient Record screen tap the calendar icon, or tap **File** and then **New Visit** > A pop-up New Visit box will appear > Tap the blank bar > From the drop-down tap the type of visit (Initial Evaluation or the Follow Up that corresponds to the visit) > The drop-down menu will show the status and date of the Questionnaire Group (**NOTE:** You may only create one note per visit) > Tap **Yes** to continue or **No** to cancel > The new visit will appear in the Treatment Tree, and a new blank form will appear > The Visit Date will auto-populate with the current date. If you would like to change it, type a different date in the MM/DD/YYYY format for the Visit Date > You may type in the applicable tab (Subjective, Objective, Assessment / Plan), or tap the Visit Template bar, and select the template you want to use > Tap **Load Template** (**NOTE:** Any tags in the template will be replaced with the appropriate information from the patient record. Applying a new template will overwrite whatever is currently in the tabs of the note) > Tap the Assessment/Plan tab, which contains a text box where you can enter an assessment and plan for the patient, as well as an area where you can add an ICD-10 diagnoses to the patient > To add a diagnosis, tap **Add Diagnosis** > The pop-up Select Diagnosis Item will appear > Tap the diagnosis category and then a diagnosis to add it to the patient. **NOTE:** See the appendix for a list of available diagnoses and categories > Once a diagnosis has been added, it will be shown in the Problem List below the Add Diagnosis button with its ICD-10 code. If the patient has multiple diagnoses, the user may change the order in which they are listed by selecting a number in the Sort Order drop-down and saving. The diagnoses will then be listed by Sort Order from 1 to 10 > To view, add or edit a note for a diagnosis, tap the paper icon in the Comments column > A pop-up Comment box will appear > Type in your comment > Tap **OK** to save or **Cancel** to exit without saving.



Locking and unlocking progress notes

Super Admins, Site Admins and Providers who have permission will be able to lock and unlock Progress Notes for patient visits, make progress notes read-only and unlock progress notes to make them editable again. To modify progress notes, look up the patient by name and SSN (see the Looking Up a Patient section for instructions on how to look up a patient), or select the patient from the Case Management screen (see the Case Management Screen section for instructions on how to access the Case Management screen) > From the Patient Record screen, tap **Visits** on the Treatment Tree on the left if not already expanded > Tap the visit name to show the Progress Note item for that visit > Tap on the Progress Note > The note will appear on the right side of the screen > Tap **Lock Note** to make it read only, or tap **Unlock Note** to make edits.

NOTE: When the note is locked, all the text boxes in the Subjective, Objective, and Assessment/Plan tabs will become read-only. You will not be able to load new templates, change the Visit Date, add diagnoses, change the diagnosis sort order or add comments to diagnoses in the Assessment / Plan tab.

PAP Machine Data

Accessing PAP machine data

If your patient's PAP machine is registered to the REVAMP App, you can view how often the machine has been in use and the patterns of use, you can also view the patient's AHI, apnea event types and their mask leak data. To view your patient's PAP machine data first, navigate to the Patient Record screen of the Veteran you would like to view (see the Access the Patient Record Screen section for instructions on how to access the Patient Summary screen) > Tap the PAP Data tab.

Switching between viewing a single graphic and all graphics

You can view the PAP Data in either a Single Graphic view or an All Graphics view, and the way data is presented will depend on what your last chosen view was. From the PAP Data tab, to switch between the views tap the radio button next to how you would like to view the graph(s) either as a Single Graphic or All Graphics.

Changing the date range of the data

The graph(s) will be shown in Last Week view by default. To change the date range, tap the date range bar, and a drop-down menu will appear > Tap one of the following:

- **All Data** – Shows all the patient's data in REVAMP from the earliest date to the most recent date.
- **Last Week** – Shows the patient's data for the past seven days.
- **Last Month** – Shows the patient's data for the past 31 days.
- **Date Range** > Blank date range fields will appear > Enter the From and To dates in the form (MM/DD/YYYY) > Tap **Update Graph**, or to clear the date fields tap **Reset Data Range**.

The graph will automatically update to show you the selected date range > To zoom in on a specific date range highlight the portion of the graph you would like to enlarge > The graph will automatically update to show you just that section of the graph > Tap **Reset Zoom** to return to the date range in the date range selector drop-down.

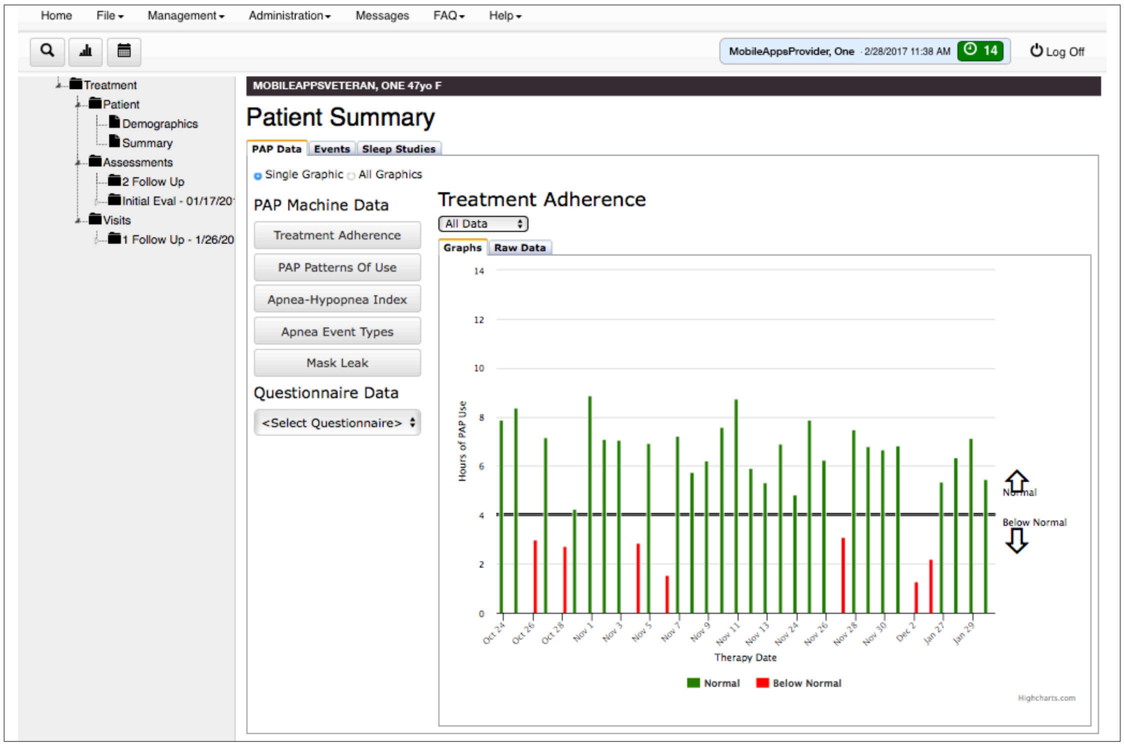
Viewing and understanding PAP Machine Data

In the Single Graph view, to view a specific graph first, navigate to the Patient Record screen of the Veteran you would like to view (see the Access the Patient Record Screen section for instructions on how to access the Patient Summary screen) > Tap the PAP data tab > Tap the radio button next to Single Graphic (if not already selected) > Tap one of the following data parameters under PAP Machine Data:

- **Treatment Adherence** – Shows the total number of hours that the patient used the PAP device each night. Bars are colored red if they are below the 4-hour minimum and green if they are at or above the minimum. You may hover over a bar in the graph to see a tooltip with the date and value of the bar.
- **PAP Patterns of Use** – Shows a 24-hour display of the actual times that the patient used the PAP device each day or night. The bars are colored red if the total number of hours for the date was below the 4-hour minimum and green if it was above the 4-hour minimum. You may hover over a bar in the graph to see a tooltip with the date and value of the bar.
- **Apnea-Hypopnea Index** – Shows the patient's average AHI each day or night he or she used the device. Bars are colored green if they are below the 10-events-per-hour threshold and red if they are at or above it. You may hover over a bar in the graph to see a tooltip with the date and value of the bar.

- **Apnea Event Types** – Shows stacked bars that add up to the patient's total AHI for each day or night that he or she used the device. The segments of the bars represent the different apnea types: Unknown Apnea Index (grey), Clear Apnea Index (Light Blue), Hypopnea Index (Purple), and Obstructive Apnea Index (Dark Blue). You may click on any of these types in the graph legend to show or hide the segments of that type in the graph.
- **Mask Leak** – Shows the patient's average mask leak in liters per minute (L/min) each day or night that he or she used the device. A threshold line is shown at 24 L/min.

To view the raw data of the selected parameter, tap the Raw Data tab in the top left corner of the graph. Tap the Graphs tab to return to the graph.



Viewing Questionnaire Data

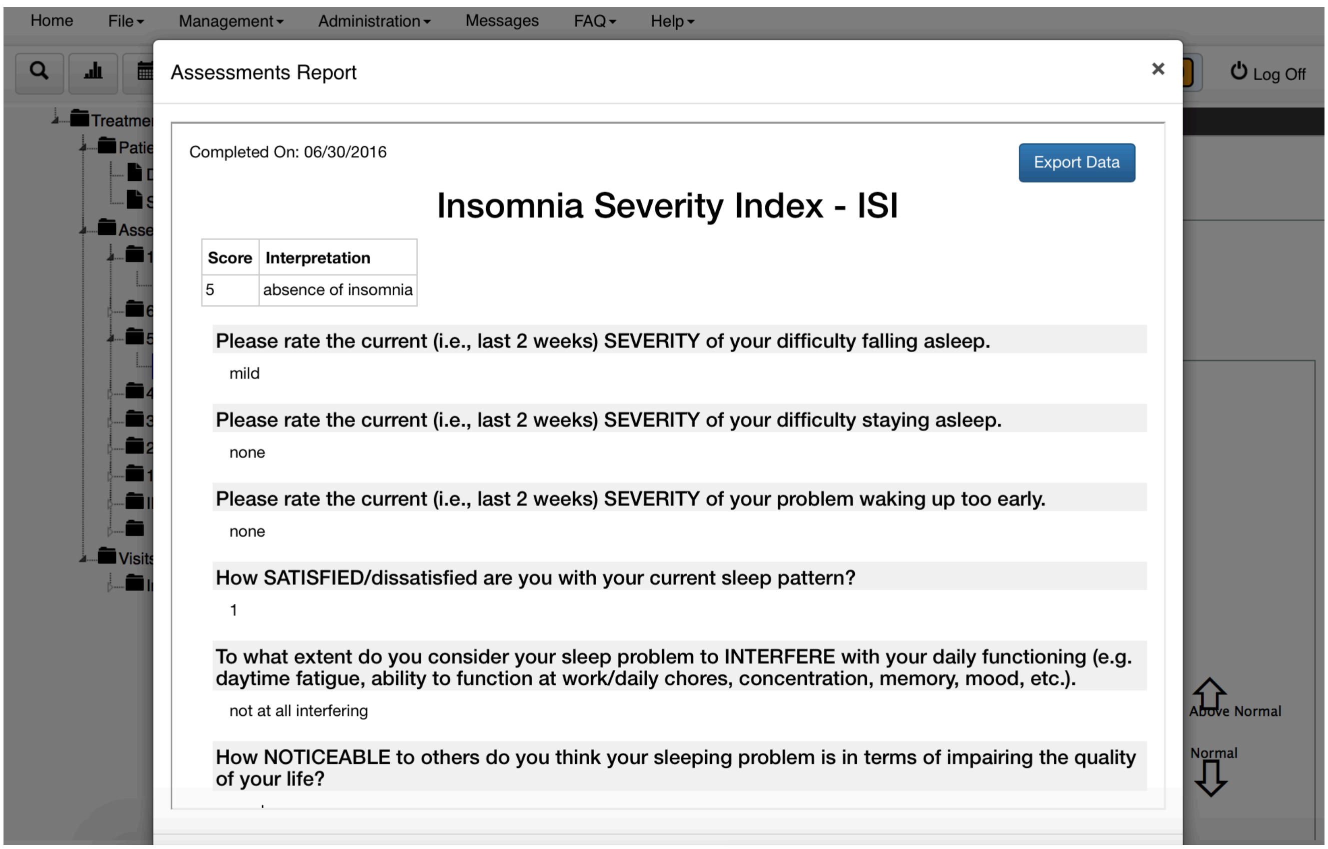
First, navigate to the Patient Record screen of the Veteran you would like to view (see the Access the Patient Record Screen section for instructions on how to access the Patient Summary screen) > Tap the PAP Data tab > Tap the radio button next to Single Graphic (if not already selected) > Tap the bar under Questionnaire Data, and a drop-down menu will appear > Tap one of the following:

- **Insomnia Severity Index**
- **Pittsburgh Sleep Quality Index**
- **Functional Outcomes of Sleep Questionnaire**
- **SF-12 Health Survey**
- **Center for Epidemiologic Studies Depression Scale**
- **Epworth Sleepiness Scale**

All of the patient's past scores for the chosen questionnaire will be represented as points connected by lines. If the questionnaire has more than one scale (e.g., subscales or other scores), each scale will be represented by a colored line according to the legend.

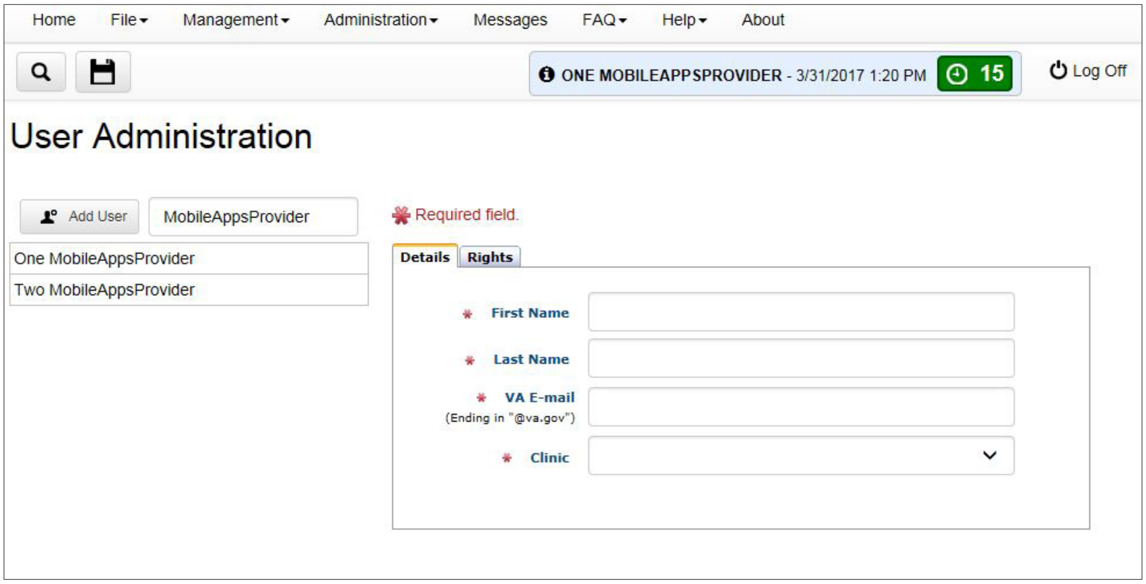
Review completed questionnaires and export results

First search for a patient with the Lookup/Register function (see the Looking Up a Patient section for instructions on how to access the Lookup/Register function) or select a patient form the Case Management screen (see the Case Management Screen section for instructions on how to access the Case Management screen) > You will go to the Patient Summary screen with the Treatment tree to the left > On the Treatment tree, tap **Assessments** if not already expanded > Under Assessments, tap the Questionnaire group which you would like to view > The list of completed questionnaires in the group will be shown NOTE: The questionnaires the patient has started completing are listed as folders under the Assessments node. If the patient completed all questionnaires in the group, the date that he or she completed the last questionnaire in the group will be shown > Tap the Questionnaire in the Questionnaire Group that you would like to view > The Questionnaire will appear in a pop-up Assessment Report > The Assessments Report will show all questions and answers to which the patient responded > If the questionnaire has scoring and interpretation algorithms, the scoring and interpretation for the questionnaire will also be shown at the top of the questionnaire report > To export the questionnaire information, tap **Export Data** at the top right of the pop-up > A CSV file of the report will download to your browser where you can save it for future reference > Tap the **X** in the upper right corner to close the Assessments Report pop-up.



Administration

Super and Site Admins will be able to manage other user's permissions and add new users. Site Admins will have access to provider users at their own clinic, and Super Admins will have access to provider users from all clinics.



Adding a new user as a Super Administrator

From anywhere in the REVAMP App, tap Administration > A drop-down menu will appear > Tap **User Administration**, and you will be taken to the User Administration screen > Tap **Add User** > A blank Details tab will appear on the right side of the screen > Type in the new user's first name, last name and VA email > Tap the blank Clinic bar, and a list of clinics will appear > Tap the name of the clinic to which the user is assigned > To add the new user's permissions, tap the Rights tab > Tap the radio button next to the User Type you would like to assign to the new user (Provider, Site Administrator, Super Administrator) > Under User Rights, tap any of the checkboxes next to the rights you would like the new user to have (if not already checked) > To save, either tap the floppy disk icon, or tap **File** and then **Save**.

Adding a new user as a Site Administrator

From anywhere in the REVAMP App, tap **Administration** > A drop-down menu will appear > Tap **User Administration**, and you will be taken to the User Administration screen > Tap **Add User** > A blank Details tab will appear on the right side of the screen > Type in the new user's first name, last name and VA email > To add the new user's permissions, tap the Rights tab > Tap the radio button next to the User Type you would like to assign to the new user (Provider, Site Administrator) > Under User Rights, tap any of the checkboxes next to the rights you would like the new user to have (if not already checked) > To save, either tap the floppy disk icon, or tap **File** and then **Save**.

Editing a user's information and status

From anywhere in the REVAMP App, tap **Administration** > A drop-down menu will appear > Tap **User Administration**, and you will be taken to the User Administration screen > Tap the Search User bar, and begin typing the first or last name of the user you are searching for > The list of users will update to match your search > Tap the name of the user whose permissions you would like to edit > The right side of the screen will default to the user's Details tab, including his or her first and last name, VA email, clinic and status (active or inactive) > The user's first name, last name and email may be edited > To change the clinic, tap the clinic (Super Administrators only) > A pop-up list of clinics will appear > Tap the clinic you would like to change this item to > If you would like the user to no longer be able to sign in, check the box next to Inactive (if the box next to Inactive is unchecked the user will be able to sign into the REVAMP App > To save, either tap the floppy disk icon, or tap **File** and then **Save**.

Managing user permissions

From anywhere in the REVAMP App, tap **Administration** > A drop-down menu will appear > Tap **User Administration**, and you will be taken to the User Administration screen > Tap the Search User bar, and begin typing the first or last name of the user you are searching for > The list of users will update to match your search > Tap the name of the user whose permissions you would like to edit > The right side of screen will default to the user's Details tab > Tap the Rights tab > Tap the radio button next to the User Type you would like to assign to the user (Provider, Site Administrator, Super Administrator – See Note below) > Under User Rights, tap any of the checkboxes next to the following to control the users permissions:

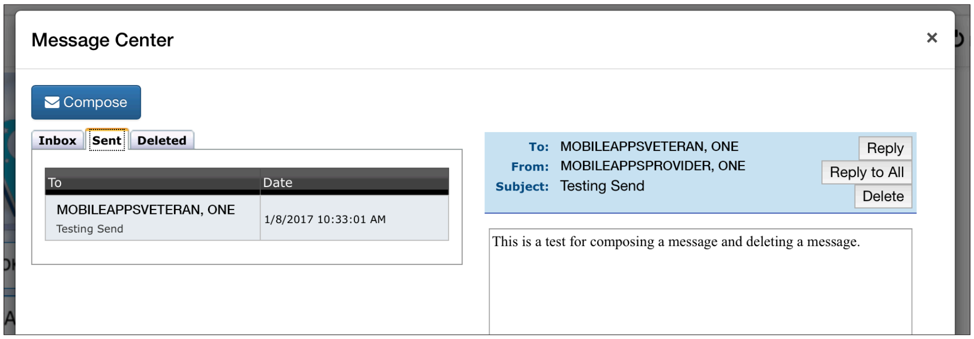
NOTE: Super Administrators may assign a User Type of Provider, Site Administrator or Super Administrator. Site Administrators may assign a User Type of Provider or Site Administrator.

Right Name	Available For	If Checked	If Unchecked
Select order of Events in Treatment Pathway	Site Administrators	Grants the user access to the Treatment Pathway Events management screen.	The Treatment Pathway Events menu option will be hidden for the user.
Create and edit Progress Note Templates for all sites	Site Administrators	Grants the user access to the Grants the user access to the Template Management page (for editing Progress Note templates).	The Template Management menu option will be hidden for the user.
Access MVI Lookup and register new patients	Site Administrators and Providers	Extends lookup search to the MVI repository and allows the user to add MVI candidates to the REVAMP database.	Patient lookup search is limited to the REVAMP Database. The user is not allowed to add any patients to the system.
Schedule Sleep Studies and enter/ modify results	Site Administrators and Providers	Allows the user to create and modify sleep study records for the patient on the Sleep Studies tab.	The Sleep Studies tab will be rendered in read-only mode for the user.
Lock and unlock Progress Notes for patient visit	Site Administrators and Providers	User is able to change the lock status of the note.	User cannot change the lock status of the note. The "Lock/Unlock" button at the notes' header will be hidden.
Create, write and edit Progress Notes for patient visit	Site Administrators and Providers	User is able to create/edit clinical notes for the patient.	User is allowed only to read existing clinical notes for the patient. The note will be rendered in read-only mode for the user. Menus and toolbar icons related to the creation of notes will be hidden/disabled for the user.

To save updates, either tap the floppy disk icon, or tap **File** and then **Save**.

Messages

All Provider Platform users can access the Message Center to send and receive secure messages to/from patients and providers at the user's site in REVAMP.



Reading your messages

There are three ways to access your messages.

1. If you have unread messages in your inbox, tap the envelope icon to the right of your name. The icon will show the number of unread messages you have.
2. From the Home screen, tap **Message Center**.
3. From any screen, tap **Messages** in the menu bar.

A pop-up Message Center box will appear displaying your Inbox > On the Inbox tab (Sent tab for messages you have sent to patients and Delete tab for messages you have deleted), you will see a list of your received messages with their titles, senders and the dates and times they were sent > Any unread messages will have blue text and a closed envelope icon to the left > Tap the message you would like to read, and the full message will be displayed on the right side of the Message Center.

Sending a message

To send a message, access the message center by one of the three ways detailed in the Reading Your Messages section > Tap **Compose** and a pop-up Compose Message box will appear > Type in the subject and message you would like to send > Tap **Select Patient(s)** or **Select Provider(s)**, and a Select Patient or Select Provider pop-up will appear > Select the checkbox(es) next to the name(s) of the intended recipient(s) > Tap **Select**, and you will be taken back to the Compose Message pop-up with the chosen patient(s) or provider(s) listed on the To line > If you wish to remove a patient or provider, tap the X next to their name > Tap **Send** to send the message or **Cancel** to discard it.

Replying to a message

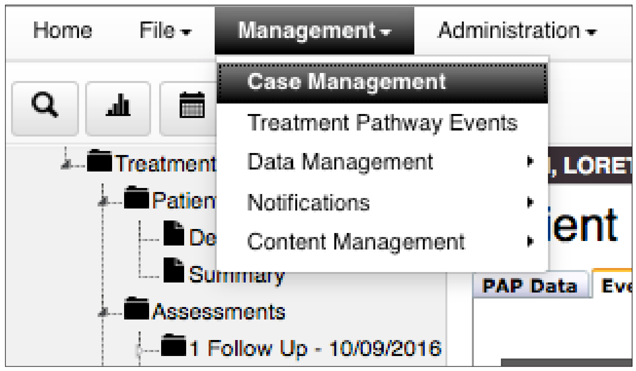
To reply to a message, access the message center by one of the three ways detailed in the Reading Your Messages section > Tap the message for which you would like to send a reply > Tap **Reply** to reply only to the sender, or tap **Reply to All** to reply to the sender and all other recipients > A pop-up Compose Message box will appear > Type the message you would like to send > Tap **Send** to send it, or tap **Cancel** to exit without sending the message.

Deleting a message

To delete a message, access the message center by one of the three ways detailed in the Reading Your Messages section > Tap the message you would like to delete > Tap **Delete** to delete the message. To view messages you have deleted, tap **Deleted** while in the Message Center.

Management

From the Management menu you can manage your patient's information, set the order of treatment pathway events, create and edit templates, manage notifications and publish educational content to the patient platform.



Create and edit templates

Administrators can create and edit the templates the care teams use for progress notes at your site. From anywhere in the REVAMP App, tap **Management** > A drop-down menu will appear > Tap **Data Management** > Tap **Template Management** > Tap **Add Group** > Type in the new template group name and save by tapping the floppy disk icon to create a new Template Group, or tap one of the existing Template Groups you would like to edit > The selected Template Group will appear ">Tap the radio button to select template section to edit: **Subjective**, **Objective**, **Assessment/Plan** > Tap the pencil icon on the right side of the template to edit > To save, either tap the floppy disk icon, or tap **File** and then **Save**. Tap the red X to exit without saving. **NOTE:** Tap **View Tags Reference** for a reference list of Demographic Codes.

Create email notifications

Super Admins can create and manage emails and secure messages that are sent to patients automatically when certain events occur using the Notification Messages Management screen. From anywhere in the REVAMP App, tap **Management** > A drop-down menu will appear > Tap **Notifications** > Tap **Email** > The Notification Message Management screen will appear > Tap the Select Message drop-down > Tap either:

- One of the pre-existing messages > Tap **Select** > The Message title, Email content, Internal (Secure Messaging) content and the Email/Event Association will automatically populate.
- Create New Message > Tap **Select** > Type in a Message Title, which will be the subject line of the email > The message may have an external and/or an Internal (Secure Message) section(s) > For the external section, ensure the Email radio button is selected and type in your message > Tap the radio button next to Internal (Secure Messaging), and type in your message > Tap the radio button next to the event under Email/Event Association on the right side of the screen you want to associate with the email.

Tap the checkbox next to Active to make the message active, which means it will be sent to patients, or deselect the checkbox to make the message inactive, which means it will not be sent to patients > To save, either tap the floppy disk icon, or tap **File** and then **Save**.

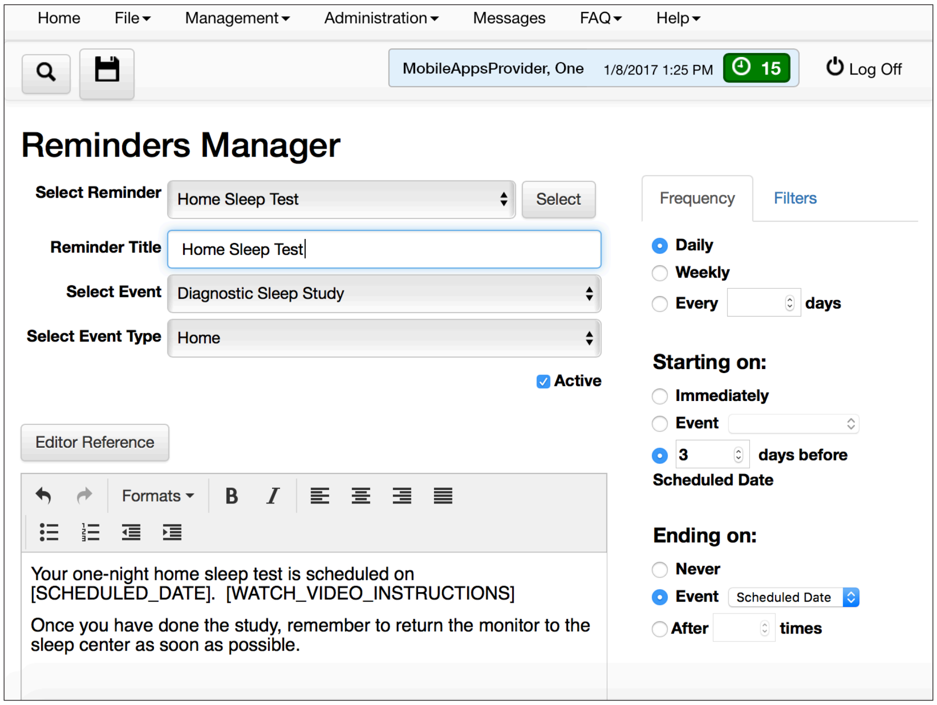
Manage Reminders

Super Admins can use the Reminders Manager screen to create and manage email reminders that are sent to patients on a one-time or repeating basis when certain conditions are met. From anywhere in the REVAMP App, tap **Management** > A drop-down menu will appear > Tap **Notifications** > Tap **Reminders** > The Notification Messages Management screen will appear > Tap the Select Reminder drop-down > Tap either:

- One of the pre-existing messages > Tap **Select** > The title, event, email content and frequency will automatically populate.
- Create New Message > Tap **Select** > Type in a Reminder Title, which will be the subject line of the email > Tap the Select Event bar, and tap the event you want to associate with the reminder > Type in the text of the reminder > Under Frequency, set how often REVAMP will send the reminder by adjusting the frequency as follows:
  - Daily - REVAMP will send the reminder everyday until the Ending On conditions are fulfilled.
  - Weekly - REVAMP will send the reminder once a week until the Ending On conditions are fulfilled.
  - Every ___ days - The user may enter a number of days in the text box. The reminder will be repeated after the chosen number of days until the Ending On conditions are fulfilled.
  - Starting On - Determines when REVAMP will first send the reminder to patients. It will then be sent with the chosen frequency until the Ending On conditions are fulfilled.
    - Immediately - REVAMP will send the reminder to all patients immediately with the chosen frequency until the Ending On conditions are fulfilled.
    - Event - Allows the user to tie the start of the reminder to the event chosen in the Select Event drop-down (and Select Event Type drop-down, if applicable).
      - Scheduled Date - REVAMP will first send the reminder to patients on the Scheduled Date for the event in their Events tab.
      - Completed Date - REVAMP will first send the reminder to patients on the date they complete the event.
      - Overdue - REVAMP will first send the reminder to patients if the Scheduled Date has passed and the event is not complete.
    - ___ days before Scheduled Date - The user may enter a number of days in the text box. REVAMP will first send the reminder to patients on a date that is the chosen number of days before the Scheduled Date for the event in their Events tab.
  - Ending On - Determines when REVAMP will stop sending the reminder to patients at the chosen frequency once the Ending On conditions are fulfilled.
    - Never - REVAMP will never stop sending the reminder to patients at the chosen frequency once the Ending On conditions are fulfilled.
    - Event - Allows the user to tie the end of the reminder to the event chosen in the Select Event drop-down (and Select Event Type drop-down, if applicable).
      - Scheduled Date - REVAMP will stop sending the reminder to patients on the Scheduled Date for the event in their Events tab.
      - Completed Date - REVAMP will stop sending the reminder to patients on the date they complete the event.
      - Overdue - REVAMP will stop sending the reminder to patients if the Scheduled Date has passed and the event is not complete.
    - After ___ times - The user may enter a number of times in the text box. REVAMP will stop sending the reminder after it is sent the chosen number of times.

To send the reminder to patients who have not used the portal recently, tap the Filters tab > Tap the checkbox in front of "Send reminder only to patients that have not used the portal for ___ days" > In the blank drop-down field, select the number of days of inactivity that will trigger the reminder.

Tap the checkbox next to Active to make the message active, which means it will be sent to patients, or deselect it to make the message inactive, which means it will not be sent > To save, either tap the floppy disk icon, or tap **File** and then **Save**.

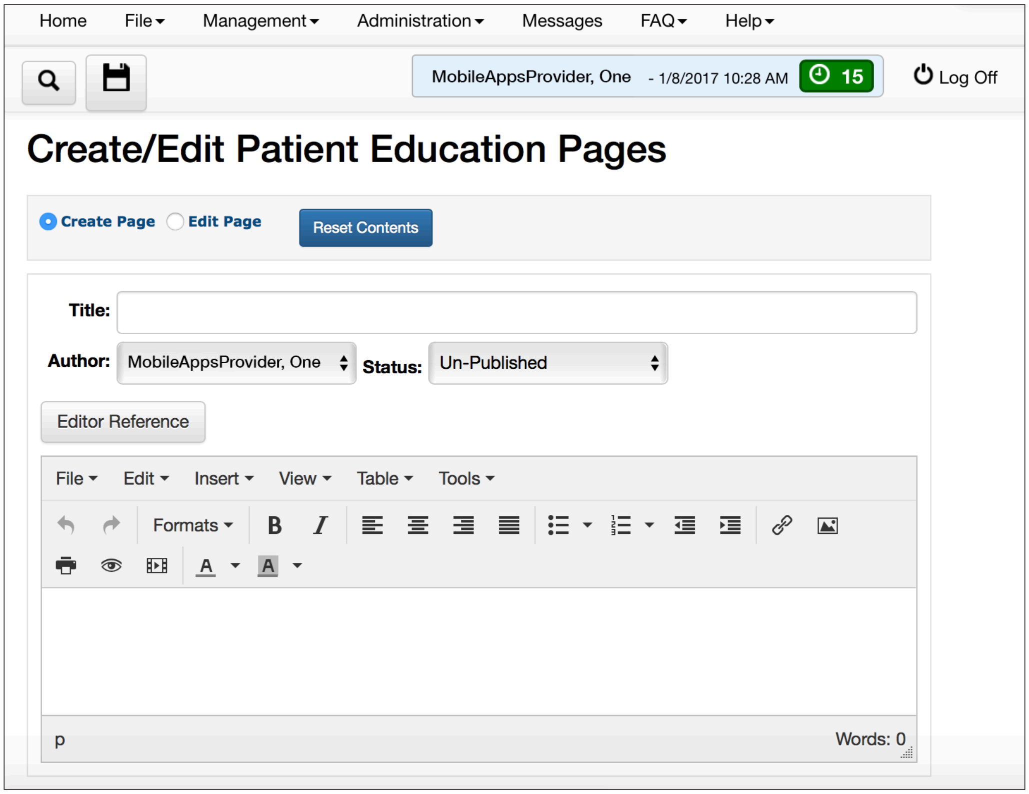


Creating and publishing educational pages

Super Admins can create and publish educational pages for the Patient Platform. From anywhere in the REVAMP App tap, **Management** > A drop-down menu will appear > Mouse over **Content Management** > Tap **Patient Education Pages** > You will go to the Create/Edit Patient Education Page screen.

- Creating a New Page - To create a new page, if you are already not on the Create Page, tap the radio button next to Create Page > The Title and HTML editor text box will be blank, the Author drop-down will default to you and the drop-down Status bar will default to Un-Published > Tap the blank Title bar, and type in the title (which will be listed in the Select Page pop-up in the Provider Platform and the Education menu in the Patient Platform) > To change the author, tap the Author bar > A drop-down will appear > Tap the name of the Super Administrator you would like to list as the author > Enter text, images and/or video for the HTML page using the HTML editor text box > Tap **Editor Reference** for a pop-up of keyboard shortcuts.
- Editing a Page - To edit an already existing page, tap the radio button next to Edit Page > Tap **Select Page** > A Select Page pop-up of the existing pages in the content management system with their Titles, Authors, and Statuses will appear > Filter by Author or Status by tapping the drop-down menu, selecting the author or status and tapping **Filter** > Tap the page you would like to view > Tap **Select** to begin editing the page as you would you would while creating it, or tap **Close** to exit without selecting a page.

Tap **Reset Contents** to clear the form. To save, either tap the floppy disk icon, or tap **File** and then **Save**. When you wish to make the page available in the Education menu of the Patient Platform, select Publish as the status > Tap the floppy disk icon, or tap File and then **Save**. **NOTE:** A status of Un-Published, even if saved, means the page will not be available in the Education menu.



FAQ

Access basic information about sleep apnea, PAP machines and treatments as well as quotes.

Additional information on sleep apnea

From anywhere in the REVAMP App, tap **FAQ** > A drop-down menu will appear > Tap **Sleep Apnea 101** > You will see several frequently asked questions and answers on sleep apnea.

Additional information on PAP machines

From anywhere in the REVAMP App, tap **FAQ** > A drop-down menu will appear > Tap **My PAP Machine** > Frequently asked questions, basic information, tips and external links on PAP machines and sleep apnea will appear.

Troubleshooting PAP treatment

From anywhere in the REVAMP App, tap **FAQ** > A drop-down menu will appear > Tap **Troubleshooting PAP Treatment** > Information about troubleshooting PAP treatment will appear > For a specific topic, tap the question in the upper left of the screen.

Help and Additional Information

Additional training materials for the REVAMP App for Clinicians

A built-in user manual is available. To access the built-in user manual, tap **Help** > The Help sub-menu will expand > Tap **User Manual**. More resources, such as a Quick Start Guide, Slideshow and FAQs, can be found on ***mobile.va.gov/appstore***.

Help Desk Information

If you need assistance with the REVAMP App for Clinicians, dial **1-844-482-6624** to speak with a VA Mobile Solutions Service Desk Representative. The VA Mobile Solutions Service Desk is open Monday - Friday from 7 a.m. to 7 p.m. CST. For TTY assistance, dial 711.

Emergencies

If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information from your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: ***http://www.va.gov/directory/guide/home.asp?isflash=1***. Note that you should never use this app in an emergency situation. If you encounter an emergency, call your local medical center or dial 911.

Appendices

Appendix #1: Project References

This app was developed according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality. Subject Matter Experts involved in creating the app are Dr. Samuel Kuna, Dr. Kathleen Sarmiento and Dr. Carl Stepnowsky.

Appendix #2: Glossary

AHI – Apnea-Hypopnea Index

APAP – Automatic Positive Airway Pressure

App – An application, or software program, that can be accessed through a website or mobile machine and is designed to fulfill a particular purpose.

ASV – Adaptive Servo Ventilation

BPAP – Bilevel Positive Airway Pressure

CPAP – Continuous Positive Airway Pressure

CSP – Credential Service Provider

ICD-10 – International Classification of Disease, 10th Edition

MVI – Master Veteran Index

OSA – Obstructive Sleep Apnea, the fourth most common chronic condition in the Veteran population

SSN – Social Security Number

SSOi – Single Sign-On Internal, a service provided by VA Identity and Access Management (Identity and Access Management)

VA – Department of Veterans Affairs

VA Mobile Health – An initiative that aims to improve the health of Veterans by providing technologies that will expand care beyond the traditional office visit and includes the creation of secure mobile Apps that will leverage the popularity of wireless technologies to support Veterans, Caregivers and VA clinical teams. [More at: **mobile.va.gov**]